QUALITY OF WORK LIFE OF TRAFFIC POLICE IN KARNATAKA STATE

SYNOPSIS

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RESERCH SCHOLAR

RESEARCH GUIDE

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Index

SL. No.	Contents	Page No.
1	Introduction	1
1.2	Background of the study	1
1.3	Traffic police	1
1.4	Operational Definitions	2
1.5	Conceptual Frame work	2
1.1	Factors Influencing of QWL	3
1.5.1	Environmental factors	3-4
1.5.2	Workload factors	4-5
1.5.3	Psychological factor	6
1.5.4	Working Condition	7
1.5.5	Occupational stress	7-8
1.5.6	Physiological Stress	9-10
2	Review of Literature	11
2.1	Studies related to Quality of Work Life	11
2.2	Studies related to Occupational Stress	12
2.3	Studies related to Working Conditions	12-13
2.4	Studies related to Work load	13
2.5	Studies related to Physiological Status	13-14
2.6	Studies related to Psychological Status	14

2.7	Studies related to Working Environment	15
2.8	Research Gap	15-16
2.9	Literature Review Mapping	17
3	Research Methodology	18
3.1	Need for the study	18
3.2	Objectives	18-19
3.3	The aim of the study	19
3.4	Research design	19
3.5	Profile of the study area	20
3.1.4	Research Study Area	20
3.1.5	Total Population size of the study area	20
3.6	Sample size	20-22
3.7	Scope of the study	22
3.8	Methods of Data Collection	22
3.9	Pilot Study	23
3.10	Construction of Research Tool	23
3.11	Pre Test of the Tool	23
3.12	Ethical Consideration	23
3.13	Techniques of Data Analysis and Data Interpretation	24
3.14	Inclusion exclusion criterion	24
3.15	Limitations of the study	25
3.16	Chapters Scheme	25-26

4.1	Summary of the major findings	27
4.1.1	Socio-demographic profile of the respondents.	27
4.2.1	Workload factors (WL)	27-28
4.2.2	Working Environment (WE)	28-29
4.2.3	Working Condition (WC)	29-30
4.2.4	Occupational Stress (OS)	30-31
4.2.5	Psychological Stress (PS)	31-32
4.2.6	Physiological stress (PS)	32-33
4.3.1	The impact of policies and procedures on the quality of work life.	33-34
4.4.1	The suitable measures to overcome the betterment of Traffic Police employees.	34-35
4.6	Recommendation	35-36
4.7	Conclusion	36-37
	Bibliography	38-44

1.1: Introduction

The quality of work life is an essential part of the organization, the term “Quality of work life” was introduced by (Louis Davis, 1972); when we provide the employees with sufficient facilities, the quality of working life will increase and satisfy the general public. Various personal needs, from the need to survive with some certainty to the need to communicate with others, to feeling a sense of personal usefulness, to be recognized for success and to have the opportunity to improve one’s skills and knowledge.

The police department is one of the few government departments that work 24 hours a day and seven days a week. The department stays alert in case of any emergency and is the first to offer its immediate service in case of any incident disturbing the peace maintained in the society (Mangalore City Police Diary VK-2018). To make it easy for the people to access the services from the department, it works on a single toll-free number across the nation. There are separate traffic police stations to facilitate traffic control, road safety, and smooth traffic movement. These stations must penalize those who violate traffic rules and investigate criminal cases.

1.2: Background of the study

According to the Oxford Dictionary, the term police means “civil administration, public order, a government department concerned with it, a civil force responsible for maintaining public order." Thus, ‘police’ is ‘an agency of government concerned with maintaining law and order and preventing and detecting crime in society (Chakraburthy, 1979). “The role and function of a country’s police are determined by the nature of the state” (Mishra & Mohanty, 1992). “The intimate relationship between the organized police, the police power of the state, the policy of the government, and the constitution has existed from the day man began to form an organized society and his conscience and civic feeling began to act as a policeman for himself and family or society” (Mullick, 1969).

1.3 Traffic police

In order to maintain hassle-free traffic, a separate traffic section has been introduced in more prominent districts with a sizable contingent of traffic police. Sometimes these men even have their separate traffic police lines and buildings. They are specially selected men and are put through suitable training programs to develop qualities such as smartness,

politeness, firmness, and an equitable temper. They have to specialize in the laws and rules concerning motor vehicles and municipal bylaws applicable to traffic regulation. The traffic branch has an additional superintendent, Deputy superintendent, or Inspector depending on the number of men in the branch and the intricacies of the work.

1.4 Operational Definitions

Traffic Police: Traffic police means the police who have the task of regulating traffic and directing the movement of vehicles on the road or stopping drivers who are breaking the law and giving them official notice of their offence.

Quality of work life: Quality of work life is the level at which the member of an organization can satisfy their requirements through their experience.

Occupational Stress: Work is an important part and fulfils the basic needs of human life. The employees cannot complete the task simultaneously when there are multiple assignments.

Psychological stress: Psychological stress is also known as emotional or mental pressure and strain.

Conceptual Framework

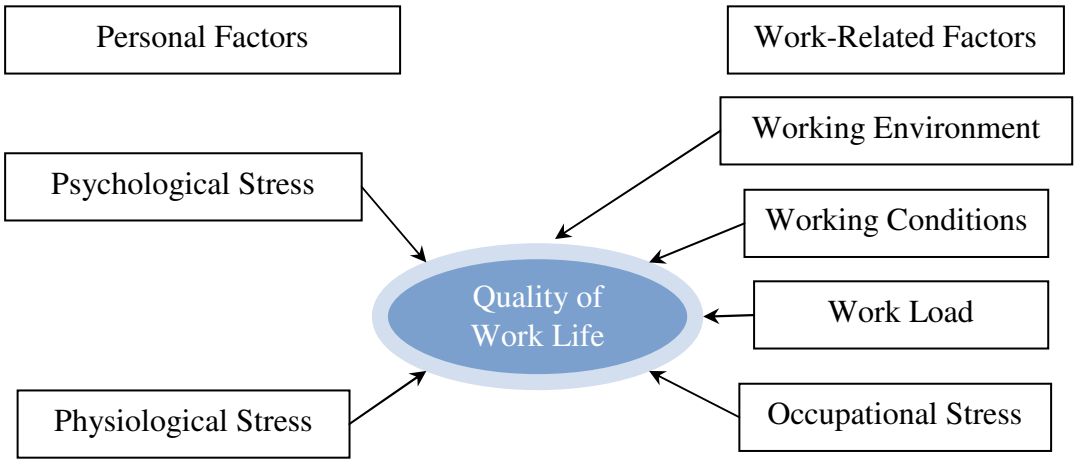

Figure No. 1.1: Source: Conceptual model of QWL developed by Researcher

1.5 Factors influencing QWL

Work is integral to everyday life because it determines our livelihood, career, or business. On average, we spend around twelve hours a day at the workplace, which is almost one-third of our life, affecting our overall quality. Therefore, every individual tries to get absolute satisfaction in their work life, which leads to peace, accomplishing the task without a mistake, and spending time fruitfully, constructively and purposefully. Even if it is a small step towards our lifelong goal, it gives us the satisfaction of completing the day's work and the desire to look forward to the next day. If the feeling is good, we enjoy working life; if it is wrong, we blame the factors responsible for it. Factors that influence and decide the quality of working life are attitude; Environment; opportunities, the nature of the work; people; stress level, career prospects, challenges, growth and development, and the associated risk and reward.

1.5.1 Environmental factors

Environmental factors can cause stress for traffic police. Traffic police officers have to perform their duties indoors and outdoors, sometimes outside their comfort zone. While doing so, they may be directly or indirectly exposed to environmental influences that may harm their health and not only in the environment here, physical matter, but also to the limitation of work. The following work environment adversely affects the traffic police:

- **Job exposed to high levels of air pollution:** Outdoor air pollution can cause **asthma**, chronic obstructive pulmonary diseases and impaired lung function, lung cancer, heart attacks and stroke, e.g., outdoor CO_2 (Carbon dioxide) levels are usually 350–450 ppm, whereas the maximum indoor CO_2 level considered acceptable is 1000 ppm. (parts per million).

- **The job environment is often too hot:** For example, the Occupational Health and Safety Administration (OSHA) recommends that employers maintain workplace temperatures in the range of 68-76 degrees Fahrenheit and keep humidity in the range of 20 to 60%.

- **The job environment is often very dusty:** Personnel with no background of breathing problems or personnel with breathing disorders like asthma might have

difficulty working efficiently. This kind of situation often affects their quality of work.

- **The job environment is often boisterous:** OSHA sets legal limits on noise exposure in the workplace. These limits are based on a worker's time-weighted average over an 8-hour day. With noise, OSHA's permissible exposure limit (PEL) is 90 Decibel Scale –Typical Sound Levels (dBA) for all workers for an 8-hour day. The OSHA standard uses a 5 (dBA) exchange rate.

- **The glare of powerful headlights during the night:** Oncoming vehicles driving around with high beams might affect the officers' night patrol and may impair their vision in the long run.

- **No protection from the weather:** Their job involves working outdoors, usually maintaining traffic and patrolling, that suspects environmental conditions such as rain, cold and hot sun depending on the season.

- **Disturbed mood when witnessing accidents:** Their job involves multi-tasking of, processing and investigating accidents. It disturbs their mental peace and weakens their ability to work. It takes lots of effort to witness and experience the traumas of accident life.

1.5.2 Workload factors

Employees can perform very well when they have an optimal workload. In this parameter, the traffic police in the city have too much work to do. The work is also challenging because of the nature of the work, like standing for long hours in the hot sun and constantly moving back and forth. Traffic police officers are tired even during short working hours due to continuous long patrolling. Below are the crucial reasons that cause excessive workload.

- **Continuously increasing vehicle population:** In the present scenario, increasing population and better way of life leads to an increase in the number of vehicles that come down the road.

- **Traffic jams:** Due to the bad design of roads, an increase in the number of vehicles, lack of maintenance of the roads, illegally acquired land by the street vendors beside busy streets and unchecked traffic flows result in traffic jams.

- **Poor maintenance of vehicles:** It results in the sudden breakdown of vehicles on the road, which creates more traffic jams.

- **Managing security for VIPs:** There is a need to create zero traffic (or any such procedures) when ministers, political leaders, or people of importance are needed to travel from one place to another, holding back civilian traffic and resulting in delays.

- **Narrow roads, poor road conditions, excavation roads for utilities such as telephone cable, water supply, electricity, sewage, and so on:** Frequent repairs and maintenance of the already constructed roads result in traffic obstruction. The repair work might take time since it needs the cooperation of different government departments.

- **No provision for pedestrians on some roads:** Difficulty for children, senior citizens, and everyday people in crossing the roads and no proper separation between the footpath and the paved roads result in an increased risk of accidents.

- **Erratic cattle and pet movement on the road:** Cattle and pets severely threaten traffic flow. Since their movement is erratic and cannot anticipate, it ultimately confuses the motorists and riders, resulting in accidents that may harm both animals and humans.

- **Public and party meetings/functions/parades on roadsides affecting traffic flow:** Blockage of roads due to vehicles parked partially on roads and gathering of people on roads without prior notice to the local police station results in obstruction to the flow of traffic.

- **Accidents and collisions:** Accidents that might have occurred due to bad road design or the driver's state of mind at the moment prior to an accident. Alternatively, any other factor requires the presence of the local traffic police to analyze the situation and only then can the obstruction involved might be removed, resulting in delays.

1.5.3 Psychological factor

The following lack of facilities and land increases the stress on the traffic police:

- **An insufficient number of traffic police persons in essential places:** Failing to recruit enough personnel to a specific jurisdiction due to budget constraints and other factors resulting in a heavy workload on the staff of the same jurisdiction.

- **The misuse of power:** Higher authorities misuse the power vested in them over the newly or lower rank officials and use it to fulfil their personal needs.

- **Poor facilities:** No/Poorly maintained traffic police booths and non-availability of basic amenities.

- **Under participation in decisions that affect the work responsibilities:** Difficulty understanding the commands from the respective authorities and lacking decision-making abilities by the lower rank officials resulting in inefficient execution of duties.

- **Unrelenting and unreasonable demands for performance:** Failing to meet the performance expected by the higher authorities results in stressful work.

- **Lack of job security:** No proper support and organized body to guide them and to understand their problems at the time of need and no proper protection during vulnerable situations.

- **Long working hours:** The Police officers do not have a standard working time frame. They have to work long hours and perform extra duties as per the time and context, which might extend to 8 to 12 hours per day, resulting in heavy strain.

- **Political interference:** Due to the intense influence and interference of political representatives, Police officers experience difficulty acquiring promotions despite meeting requirements. It was also challenging to get transferred to a different jurisdiction which might require influencing the higher authorities.

- **Inadequate equipment and lack of training on equipment:** Insufficient budget sanctioned to the department to invest in better and modern arms and ammunitions and other types of equipment and lack of training of the already possessed equipment.

1.9.4 Working condition

Working conditions can cause traffic police stress. The following working conditions adversely affect the traffic police:

- **Lack of essential equipment such as night jackets, batons, masks, raincoats, and so on:** This might be due to insufficient funds sanctioned for the department.
- **Lack of signal points at major junctions:** The related authority may not have installed signals at junctions due to an outdated survey of vehicle count passing through the junctions
- **Lack of power backup for signals at junctions:** Signal system at a few junctions is outdated; hence, they do not have a backup power supply.
- **Lack of basic amenities like drinking water, toilet and so on:** The department does not provide mobile drinking water and toilet facilities at required places for the officials working outside the station.
- **Lack of information for duties and responsibilities:** Information loses its clarity as it passes through the administrative chain and execution of duty cannot be done efficiently.
- **Unhealthy road conditions:** They might have to work on roads under construction, dangerous stretches of road and roads with heavy traffic and pollution.

1.5.5 Occupational stress

The following lack of facilities will increase the stress on the traffic police:

- **Lack of control over work:** Due to understaffing at a particular station, he/she may have to overlook multiple tasks, which might be a burden.
- **Poor relationship with superiors:** poor relationship with superiors results in poor communication between them, resulting in poor understanding of the given task.

- **Non-supportive work culture:** Sometimes, the job requires them to roam around different places as needed. So, they must be ready to face the challenges in the new atmosphere.
- **Lack of social support:** The government's rules and regulations may not favour the citizens, which might prevent them from following the same, but the officials will have to safeguard the rules.
- **Insufficient time for family:** Due to long and inflexible work schedules, they cannot prioritize their family and would not be allowed to mingle with their families when on duty during vocations and events.
- **Poor problem-solving environment:** On-site they, due to unfavourable conditions like noise, dust, etc. His/hers problem-solving capabilities might be impaired.
- **A lack of government support:** Lack of support from the government to provide basic amenities to the officials and their families.
- **Dealing with a crisis:** during a time of natural/man: made disaster**,** the police force has to be one of the first responders. It thus would involve police officials undertaking multiple tasks and competing successfully quickly.
- **Making critical on-the-spot decisions:** During critical conditions, they may have to choose the best suitable option from the collective opinions, and the opted opinion should be legally justified.
- **Insufficient personal time:** Due to strict work hours, they may be unable to find enough leisure time.
- **Excessive paperwork:** They must be proficient in fieldwork and paperwork, which has to be maintained and updated regularly with no discrepancies.
- **Having to handle a large crowd:** Due to unforeseen circumstances, people might gather around for some reason that has to be handled by the officers stationed there.
- **Having to deal with the media:** They should undertake investigations and release reports to the media before the limited time constraint.

1.5.6 Physiological stress

The following physiological problems increase the stress level of traffic police:

- **An increased blood glucose level:** An officer's job requires them to be available to perform their duties round the clock. Because of this, they may not be able to maintain a healthy diet leading to variations in blood sugar levels.

- **Difficulty in breathing and hyperventilation:** This can cause/trigger lung diseases such as chronic obstructive pulmonary disease (COPD) or asthma. The air pollutants in the outdoor work environment where the officer might have been stationed lead to shortness of breath and hyperventilation.

- **Frequent urination:** The job of a police officer requires them to stay in a position and monitor the vehicle on the road; thus, holding urine for too long can weaken the bladder muscles over time. Such situations can lead to problems such as incontinence and the inability to empty the bladder fully. Holding urine for long periods can also cause urinary tract infections due to bacteria build-up. Over time bladder muscles get weakened and thus the urge for frequent urination.

- **Muscle contraction (aches, pains):** Experiencing psychological stress or high anxiety levels. Straining the muscles in the body for an extended period may prompt excess muscle tension. This complication can lead to muscle twitching. Muscle twitches caused by stress can occur anywhere in the body.

- **Autonomic discharge (hot and cold flash, sweating)**: Dysfunction of the hypothalamus can cause your body to temporarily overheat (hot flush) or catch a cold (cold flush) caused by an unhealthy diet, stress and anxiety from the job, etc.

- **Constant vigil over long periods makes the work tiresome:** They may have to be on duty for an extended period with little breaks and concentrate on the task at hand, which can get tiresome in the long run.

- **Pain feeling in arms and legs:** The job requires them to be stationary on-site and during investigations, they might have to be physically active, resulting in strain.

- **Frequent headaches:** Changes in sleep or lack of sleep, poor posture, skipping meals, stress, and constant noise can cause headaches and might have adverse effects on the health of the personnel in the long run.

- **Chronic sadness or depression:** Abuse, serious illness, lack of sleep, Stress and anxiety can lead to depression and which, without proper supervision, will have adverse effects on health and might be a danger to the official and others around.

- **Chronic stomach or bowel problems:** bacteria in food, infection, stress, certain medications, or chronic medical conditions such as colitis, and Corn's disease, can cause chronic stomach or bowel problems.

- **Unusual heart rhythms (Skipped beats):** Due to their work nature, police officers do not follow a proper and healthy diet. Long working hours, lack of sleep and an unhealthy diet lead to numerous health issues. Stress can sometimes cause unusual heart rhythms medically termed temporary arrhythmias.

- **Chronic mental tiredness:** Stress, lack of sleep, and continuous and repetitive tasks with a lack of motivation can be tiresome, which can have side effects on the health of the official and his efficiency with the task at hand.

- **Blurred vision:** Temporary blurry vision may be due to high blood sugar levels, high or low blood pressure and stress, and also maybe a problem with the eye, which may be due to the various outdoor tasks that an officer comes across.

- **Neck and back problems:** Staying in the same posture outdoors/indoors, repetitive movements and bad posture can cause neck and back problems.

- **Rashes, allergies:** Sometimes, the job requires the officials to be stationed in non-ideal work environments and mainly overly populated, busy streets with bad air quality to which they might have an allergic reaction.

CHAPTER II

REVIEW OF LITERATURE

A literature review is a set of texts that evaluate critical points of current knowledge, including factual findings and theoretical and methodological contributions to a specific topic. Literature reviews are secondary sources and, as such, do not report any new or original experimental work. Its ultimate goal is to acquaint the reader with the current literature on a particular topic and form the basis for another purpose, such as future research needed in this area. The literature on previous quality of work life (QWL) studies provides the reader with a broader view of the background against which the study analysis of various related surveys influenced the selection of this study's quality of work life of traffic police in Karnataka. The review is below.

2.1: Studies related to Quality of Work Life

Andrea Donitta. G, Aruna S, and Mangala Gowri P (2013) conducted a study to assess the quality of work life of police constables working in a selected setting, Chennai. Most respondents faced many challenges in the workplace, and different factors influenced the police employees. Most of the findings depict that counselling and social support help in improving the quality of the work life of police constables. It provides working conditions, safe and secure work environment, planned jobs to the employees with clarity in direction, and defines the limits of the job to avoid unnecessary work pressure on employees.

Chitale, C. M., & Lele, D. (2012) conducted an empirical study on the quality of work life of Pune police. This article has given a clear picture of the overall improvement of the quality of work life of police officials. The researcher examined police employees and their personal life. They identified relevant QWL factors in the police department, work profile, perception of police about their position in society, family life, personal growth, and wellness. The study suggested that the police department has to improve working conditions, provide innovative training with the adaptation of new technologies, create satisfaction with economic, social, and psychological needs, and reduce stress in junior-level personnel. In this study, the researcher understood the quality of work life of the police department and what factors impact the police profession.

2.2: Studies related to occupational stress

Arjun Loganathan, Perumal Kandasamy Govindarajan, and John William Felix (2019) studied identifying the dimensions of occupational stress by factor analysis among police officers in Tamil Nadu. This study highlights that the major dimensions causing occupational stress among police officers are social and health-related stress, time management, and emotional and work-related stress, with time management stress being the most influential dimension. Social health-related stress like occupational health-related issues, lack of understanding from family, and lack of physical condition affect police officers. This study indicated that work-related stress like shift work, the risk of being injured, and paperwork were considered mild stress by the participants. Most of the respondents agreed about those occupational stresses.

M. Sekar, A. Subburaj, and M. Shunmuga Sundaram (2013) conducted a study titled Policing the Most Stressful Occupation: A Study on Tamilnadu, Head Constables. This study consists of major stressors like political influence, lack of social support, insufficient time for family, an insufficient workforce, unpredictable work hours, inflexible work schedules, dealing with crises, handling large crowds, and insufficient personal time. From the study identified root causes of stress that influenced police personnel. The findings explored that majority of the respondents agreed about occupational stress.

2.3: Studies related to working conditions

Sen Sanker (1994), the following is an expansion on what is said about police stress in Indian Police Today. The author claims that officers must put in 9-10 hour days, seven days a week, since that is how long a National Productivity Council study found they needed to put in. Because of staffing issues and other unknowns, a weekly day off would not be sufficient for the police. Police personnel gets tense from working long hours under constant stress and pressure. Violence and hostility may explode under stress officers of the law must exhibit an extraordinary level of fraternalism. Anxiety and pressure are continually placed on the police officer and his loved ones due to the ongoing threat of random harm.

V. S. Kanchana, R. Vijayalakshmi, and M. Sudha (2012) studied job satisfaction and work stress of traffic police in Salem city, Tamilnadu. A study was undertaken to look at the opinion of traffic police about job satisfaction and stress. Chi-square analysis reveals that age, education qualification, and the monthly salary of the respondents have a significant

influence on the reason for joining the police department. The significant findings indicate that most respondents agreed that being unable to give time to family and an unhealthy work atmosphere are the important causes of stress. Their main problems are the long duty hours during the hot summer and the pressure of discharging duties.

2.4: Studies related to workload

Goswami and Burman (2015) studied the impact of job stress on job satisfaction and psychological well-being among police officers: workplace support as a moderator. This concept paper investigates the relationship between police officers' work happiness and their overall psychological health. For this reason, we will also examine the moderating effect of social support at work. Assistance from superiors, peers, and coworkers is all considered part of workplace assistance. Officers will have better mental health and job satisfaction if they get adequate workplace assistance.

P. M. Hart, A. J. Wearing, and B. Heady (1995) researched Police Stress and Well-Being: Integrating Personality, Coping, and Everyday Work Experiences. Police officers' stress levels and coping mechanisms are examined. Workload, lack of collaboration, lack of interaction with family and friends, and lack of interest in local activities. The result is that they have less time for their loved ones and less enthusiasm for their jobs. As a profession, law enforcement has a negative stigma, and police personnel is often represented as suffering from excessive levels of occupational stress. The study's findings also indicate those police officers must provide counselling, adequate equipment, recreational facilities, and a peaceful atmosphere.

2.5: Studies related to physiological stress

This research aims to identify the psychological and physiological causes of stress and empirically examine the factors of stress burnout affecting police personnel. Findings have shown that stress is long-term, then it will lead to some diseases and disorders, such as pathological disorders, migraine, emotional upset, allergies, tobacco and alcohol consumption, sudden weight gain or loss, anxiety attacks, phobias and depression, heart disease, chronic fatigue, diabetes, blood pressure, headache, insomnia, restlessness, and change in sleeping habits. Stress can also alter immune function, which can lead to the development of cancer. Ultimately, these disorders are responsible for the disease, disability, and death **(G. Rajesh Kumar and Raja Mohan, 2008)**

Kohan and Mazmanian, (2003) performed research to determine how operational and organizational work experiences are perceived by police officers and how they relate to burnout and organizational loyalty. The preliminary results showed that the ratings of adverse experiences were influenced by the frequency with which different aspects of work were experienced. In contrast, positive organizational experiences were seen as more inspirational than operational. Furthermore, only problem-focused and emotion-focused coping moderated, but did not mediate, the association, indicating that chronic exposure to stressful events can operate independently of dispositions and that both coping styles can be beneficial.

2.6: Studies related to psychological status

J. J. Kunce and W. P. Anderson (1988) conducted a study titled Evaluation of non-pathological police personality styles. The results demonstrate that the vast majority of respondents believe a police officer, while out on the street alone and confronted with the reality of irrational violence, must cope with his emotions, conceal them, and seem to have everything under control to live up to society's expectations. Listed emotional control, emotional expression, group cohesiveness, an individual style, and a realistic viewpoint as the five non-pathological characteristics essential for police officer effectiveness. According to the results of this research, most police officers that choose non-pathological approaches have difficulties in the job.

Deepti Gangwar and U. V. Kiran (2017) performed research to determine whether or not traffic officers report high levels of psychological health and life satisfaction. The traffic cops have a challenging work environment, which significantly influences their happiness and health. According to the research, being a traffic cop is very demanding. They are subjected to long hours of standing, intense sunshine and pollution, a lack of clean water and sanitation facilities, and the confines of a traffic control station, among other unpleasant circumstances. Traffic officers have a terrible quality of life and low psychological well-being due to their job environment. Findings highlight the connection between traffic police officers' mental health and overall satisfaction with life. This translates to improving life satisfaction as one's emotional health improves.

2.7: Studies related to Working Environment

Patil R. R., Kumar S., and Bagavandas C. M. (2014) conducted a study on global review of studies on traffic policing with a particular focus on environmental health effects. The study's overarching goal is to learn how traffic officers' health is affected by potential occupational health hazards. Less effective lung function and more significant respiratory morbidity have been reported in most investigations. The results of this research may be extrapolated to the whole population, allowing us to grasp the effects of air pollution better.

Sengupta Sunita (1995) conducted a study to find if work culture in police administration expresses concern over political influence on policing. The major findings observed the lack of decision-making, inadequate support, and pressure from a political party so on. The researcher's observations are that political leaders either approach a senior inspector or an officer in charge directly or pressure him to comply with his wishes. He can put pressure by approaching the higher-ups in the department, and political support for subordinate officers causes complications in the discipline.

Research Gap

The topic of "quality of work life" has been investigated by researchers and academics worldwide. There was a need for further study on several aspects of traffic police. The components that lacked further research were the quality of work life of police personnel like working environment, psychological stress, physiological stress, occupational stress, working conditions, and workload. Thus the researcher studied on quality of work-life relevant articles, theses, and books from a wide range of scholarly publications to learn about the topics. In addition to studying evaluations of such researchers from 1990 to 2020 to understand the methodology and results, a broad range of ideas and aspects were examined. Suggestions were made for replicating the studies' findings and recommendations in similar contexts in other nations. Few researches were focused on the quality of work life and associated elements. However, the extent to which they influenced workers in different industries was not proven in a single location. Measures of association and relation of various factors related to the quality of work life of traffic police were not studied or tested statistically, and the literature review focused on different aspects of the quality of work life of police personnel rather than the coverage of issues, challenges, and problems faced by police departments.

However, reports show that Karnataka State has not done much to improve the working conditions of traffic police or other law enforcement personnel, and there has been very little research on the topic. Thus, there is a need for more research studies connected to the affecting aspects of quality of work life to determine the current quality of work life in the workplace for traffic police and to develop effective strategies for raising that quality. More comprehensive research on the myriad of variables contributing to workplace satisfaction is required. Because of these problems, the author of this study felt compelled to try to fill a knowledge gap by identifying and incorporating a few components of these problems into previous studies, which led to the title of this work: "quality of work life of Traffic Police in Karnataka.

Literature Review Mapping

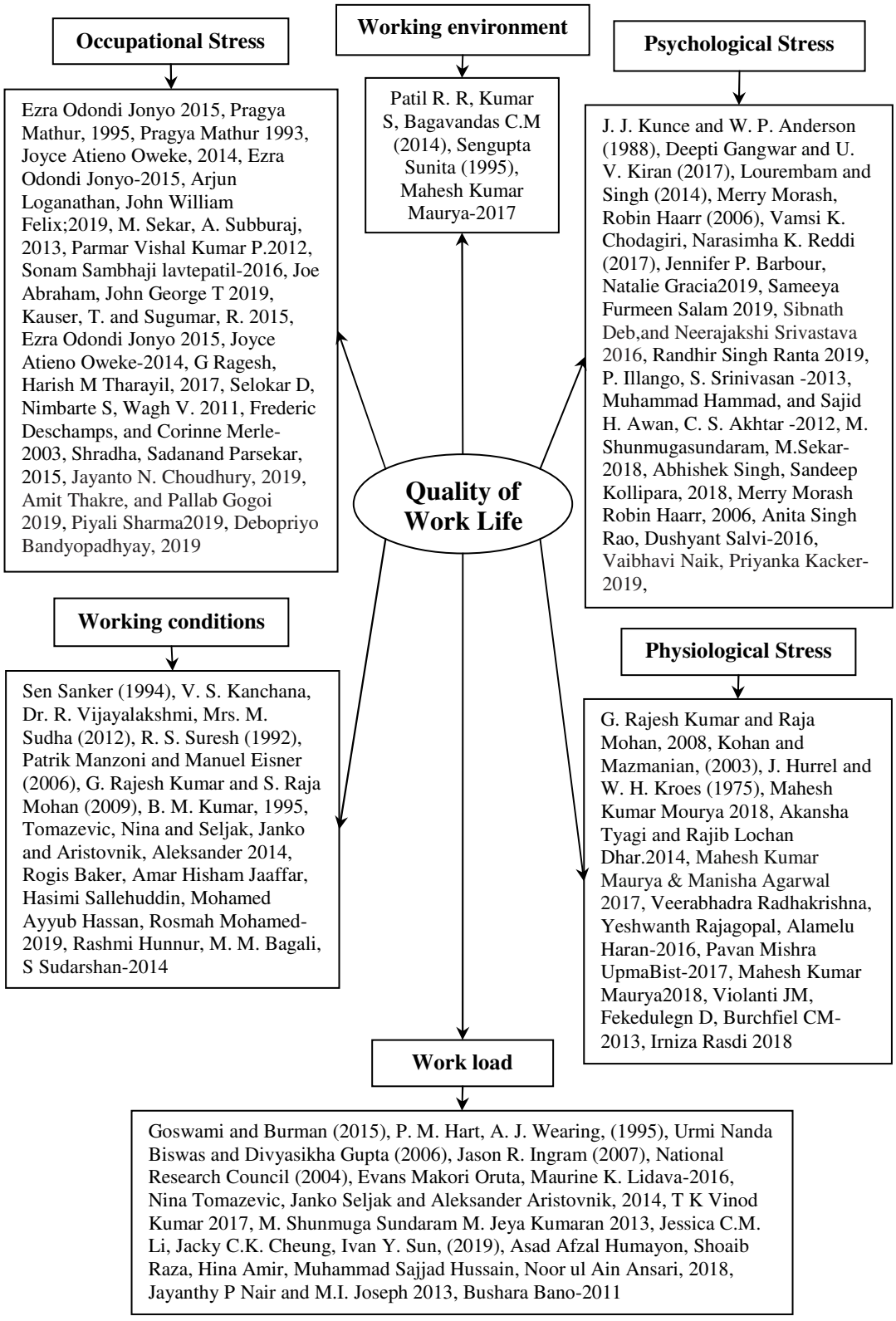
Occupational Stress
Ezra Odondi Jonyo 2015, Pragya Mathur, 1995, Pragya Mathur 1993, Joyce Atieno Oweke, 2014, Ezra Odondi Jonyo-2015, Arjun Loganathan, John William Felix;2019, M. Sekar, A. Subburaj, 2013, Parmar Vishal Kumar P.2012, Sonam Sambhaji lavtepatil-2016, Joe Abraham, John George T 2019, Kauser, T. and Sugumar, R. 2015, Ezra Odondi Jonyo 2015, Joyce Atieno Oweke-2014, G Ragesh, Harish M Tharayil, 2017, Selokar D, Nimbarte S, Wagh V. 2011, Frederic Deschamps, and Corinne Merle-2003, Shradha, Sadanand Parsekar, 2015, Jayanto N. Choudhury, 2019, Amit Thakre, and Pallab Gogoi 2019, Piyali Sharma2019, Debopriyo Bandyopadhyay, 2019
Working environment
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Figure2.1: Literature Review Mapping

CHAPTER III

RESEARCH METHODOLOGY

This chapter projects the scientific methods and processes adopted in the research. The research is a suite and scientific body of knowledge and the research process is not a single entity but is multiphase work. Research methodology contributes to the base and structure through data collected and analyzed, research design, the universe and sampling method adopted.

3.1 Need for the Study

The present study is on the quality of work life of traffic police in Karnataka State. This study needs to know the opinions and perceptions of the traffic police towards various aspects relating to the job, like working environment, working conditions, workload, occupational stress, and personal factors like psychological and physiological stress. These numerous reasons affect the quality of work life of traffic police and also know the policies and procedures and suitable measures to overcome the betterment of the traffic police persons.

3.2 Specific Objectives

The objectives of the study are:

1. To describe the socio-demographic profile of the traffic police.
2. To determine the factors affecting the quality of work life of traffic police well-being.
3. To describe the impact of policies and procedures on the quality of work life.
4. To suggest suitable measures to overcome the betterment of the traffic police.

3.3 The Aim of the Study

The main aim of the present study is to determine the quality of the work life of traffic police, identify the real situation of the police employees, and find out some influence factors on the quality of work life. Hence, to understand the present scenarios of the police

departments and suggest implementing the new welfare facilities to improve the quality of work life of the employees.

3.4 Research design

It is known as the blueprint of the entire research work. The descriptive research design implies a detailed numerical description like population distribution by size, age, caste, income and education. The descriptive research design is employed as the researcher attempts to explore and understand the quality of work life of traffic police. The study will be focused on quantitative data, and qualitative data have used as supportive data in the discussions.

3.5 Profile of the study area

Karnataka is a southwestern region and covers 5.83 percent (191,956 square kilometres) of the total geographical area of India, formed on 1st November 1956. Originally known as Mysore State, it was later renamed Karnataka in 1973 (Boruah 2010). the state has four physiographic regions, which are as follows: Northern Karnataka Plateau, Central Karnataka Plateau, southern Karnataka plateau, and Karnataka coastal region (Hug. 2015). The Arabian sea borders Karnataka to the west, Goa to the northwest, Maharashtra to the north, Telangana to the northeast, Andhra Pradesh to the east, Tamil Nadu to the Southeast and Kerala to the South. The state is comprised of 30 districts and these are categorized differently according to four physiographic regions and four revenue divisions for the administrative purpose, the four revenue divisions of Karnataka state are as follows:

Bengaluru Division: Bengaluru, Bengaluru Rural, Ramanagara, Tumakuru, Kolar, Chikkkaballapura, Chitradurga, Shivamogga and Davangere districts.

Mysuru Division: Mysuru, Mandya, Hasan, Chikkamagaluru, Dakshinakannada, Kodagu, Udupi and Chamarajanagara districts.

Belagavi Division: Belagavi, Vijayapura, Dharwad, Gadag, Haveri, Uttara Kannada and Bagalkot districts.

Kalburugi Division: Bidar, Kalburgi, Yadagiri, Raichur and Koppala districts. (Hug.2015)

Map showing Research Study Area

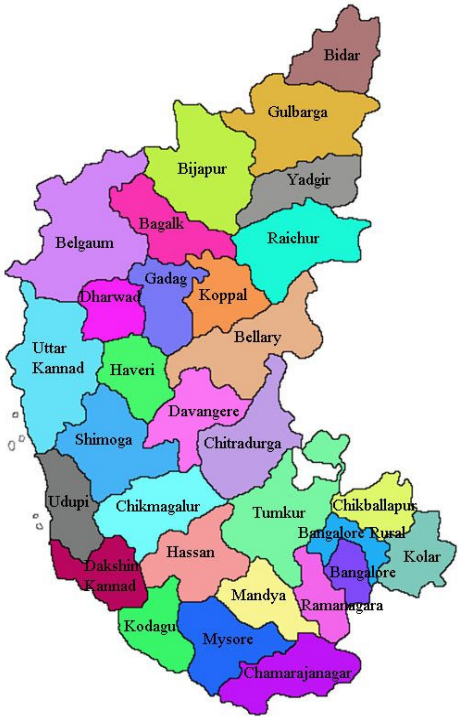

Figure No. 3.1: Research Study Area in Karnataka

Table No. 3.1: Total Population size of the study area

Range	IGP	Dy. Com	SP	Dy. SP	PI	PSI	ASI	HC	PC	Total
Central	01	---	---	01	42	164	327	923	1826	3284
Southern	---	01	---	---	16	41	87	139	258	542
Western	---	---	---	---	18	37	79	128	234	496
Eastern	---	---	---	---	13	32	54	102	187	388
Northern	---	---	---	---	12	27	42	83	178	342
North Eastern	---	---	---	---	13	24	37	74	169	317
Ballari	---	---	---	---	09	17	23	63	161	273
Total	01	01		01	123	342	649	1512	3013	5642

Source: Police Department manual data

3.6 Sample size

In this study, the sample comprised traffic police working in different positions simple random sampling technique was adopted to select the respondents from the thirty districts of seven ranges of five Police Commissionerates. There was a total of 5642 traffic police in Karnataka state in 2018-2019 and 374 samples were selected for primary data

collection of this research study. There were 106 traffic police stations in Karnataka State and a total of 5642 traffic police personnel in a different ranking of police hierarchy in the selected study area. The selection of the respondents of the study was defined in the following table No. 3.2

Sample size was calculated by using the following formula.

$$\mathbf{n= \frac{N}{1+N\,(e)^2}}$$

(Yamanes formula)

n= Sample Size

N= Total population Size in the investigation

E= Level of precision or sampling error (in this study, it was determined at 0.05) (Confidence level is 95%)

$$n= \frac{5642}{1+5642\,(0.05)^2}$$

$$n= \frac{5642}{1+5642\,(0.0025)}$$

$$n= \frac{5642}{1+14.105}$$

$$n= \frac{5642}{15.105}$$

n=373.51 (374)

Sample size = 374

The sample size of 374 participants was distributed between the seven ranges of traffic police in Karnataka state.

Table No. 3.2: Sample design

Ranges	PI	PSI	ASI	HC	PC	Total
Central	01	16	00	30	146	193
Southern	00	04	00	09	25	38
Western	01	05	00	15	31	52
Eastern	00	03	00	06	23	32
Northern	00	02	00	04	19	25
North Eastern	00	01	00	04	12	17
Ballari	00	02	00	03	12	17
Total	02	33	00	71	268	374

3.7 Scope of the study

The study focuses on the quality of work life of the traffic police in Karnataka. The police department in the state of Karnataka consists of seven districts and five Commissionerates. The study respondents worked in various positions, i.e. Additional Inspector of Police, Inspectors of Police, Sub-Inspectors of Police, Assistant Sub-Inspectors of Police, Head Constables of Police and Constables of Police. It also includes the traffic police working in different areas and various commissions. It includes Bangalore, Mysore, Mangalore, Hubali Dharwad, and Belagavi and seven districts of Central, South, West, East, North, North East and Ballari.

3.8 Methods of data collection

The study is based on collecting primary data through the structured questionnaire and Secondary data from published journals, books, newspapers, Bureau of Police Research and development. (BPRD), Annual reports, Karnataka Police manual and websites of the Police department.

3.9 Construction of research tool

The research tool had Section I Socio-Demographic, Section II Factors affecting the quality of work life in six domains: workload, working environment, working condition, occupational stress, psychological stress, physiological stress, (PSQ-OP) operational police stress questionnaire and (PSQ-ORG) organizational police stress questionnaire [Donald McCreary], work-related quality of life (WRQoL) [Dr. Darren Van Loar], policies and procedures and suitable measures to overcome the betterment of traffic police were modified for the present study.

3.10 Pre-Test of the Tool

The pre-test was conducted before finalizing the questionnaire. Pre-testing, a tool to check its validity, is one of the significant tastes in research planning in the present study. The pre-test was conducted in January 2021 among traffic police in various districts in Karnataka state. The pre-test brought a few changes and the changes were incorporated. The researcher discussed it with Academicians, traffic police commissioner, DG and IGP, SP and Inspector of police to ensure its validity. A few questions have been modified with the consultation of these practitioners. The primary study was finalized with a validated questionnaire incorporating various clarifications, suggestions, justification and constructive feedback received during the pre-test.

3.11 Pilot study

The pilot study was conducted with a sample size of 50 Traffic Police to check the accuracy of the questionnaire. Based on the pilot study, the questionnaire was redesigned with suitable modifications.

3.12 Ethical Consideration

Ethical considerations were observed in this academic research during the data collection process. And researcher informed each of the respondents about the purpose of the study and the reason for collecting data from them. And researcher also assured them to maintain confidentiality during the entire survey. They were assured that their information would be used only for academic purposes. The researcher has taken oral consent from the respondents.

3.13 Techniques of Data Analysis and Data Interpretation

The collected data was analyzed through editing, coding, classification and tabulation, calculating percentages, averages or measures of central tendency. Tables, graphs and diagrams are used for the analysis of data. Interpretation of data signifies that some conclusions are designed for the research study and the findings connect with the most general knowledge. The data analysis used Statistical Packages for Social Science (SPSS 2.0). Descriptive statistics are used to describe patterns and trends in the data set. The researcher utilized correlation, regression, factor analysis and structural equation modelling (SEM). Qualitative data is analyzed with the assistance of a computer programme.

3.14 Inclusion and exclusion criterion

Inclusion criteria

The study included the sample:

- Traffic police from Karnataka state.
- Those who are employed in police stations are police inspectors, police sub-inspector, head- constables and police constables.
- The study highlighted personal and work-related factors that impacted the quality of work life of traffic police in Karnataka state.

Exclusion criteria

The study excludes the sample:

- The study is limited to the respondents of Karnataka state. Hence the traffic police from the other states are excluded.
- The study only considered a traffic police force. Hence the other police force is excluded from the study.
- The study only measured police station level employees not considered higher authorities.

3.15 Limitations of the study

- The respondents were unwilling to give their details due to the fear of higher authority.
- The researcher has collected data only from the selected police force.
- The higher officials of the traffic police are excluded from this study because they are busy with assigned duties.

3.16 Chapters Scheme

The final report is divided into five chapters and the brief contents of each chapter are as follows:

Chapter 1: Introduction

This study focuses on the background of police administration, Karnataka state police hierarchy, the strength of traffic police, the essential traffic proclamations, duties of traffic police, organization and supervision of traffic police stations, work allocation and jurisdiction, records to be maintained and functioning of the traffic police station and conceptual framework of the study.

Chapter 2: Review of Literature

The reviews covered various studies/articles on the quality of work life of traffic police and researcher segregated reviews based on the influence factors like workload, working environment, working conditions, occupational stress, psychological stress and physiological stress.

Chapter 3: Research Methodology

The research methodology chapter implies for the present study the research design, profile of the traffic police, determination of sample size, sampling technique, pre-test, reliability test and other technicalities.

Chapter 4: Method of Data Analysis and Interpretation

This chapter focuses on the analyses of the objectives of the study and presents the interpretations of the study. The data submitted is based on statistical measures through the tables and diagrams.

Chapter 5: Findings, Suggestions and Conclusion

Based on the analysis findings, this chapter will be incorporated and the conclusion will be summarized based on the analysis results. The necessary suggestions are also given here based on the study findings and the request can be drowned for future research.

4: Summary of the significant findings

The study brings out findings based on the various objectives on the quality of work life of traffic police in Karnataka State.

4.1.1 Socio-demographic profile of the traffic police

- The majority of the respondents are male category.
- The highest number of respondents belongs to the 26-35 age group.
- The majority of the respondents are married.
- A more significant number of the respondents received education up to the graduate level.
- The majority of the respondents are designated, constables.
- Most of the respondents have 6-10 years of service.
- The majority of the respondents have worked 11-12 hours daily.
- Most of the respondents are getting Rs. 15001–25000 salary.
- The more significant number of respondents comes from 3-5 km. from residence to the workplace.
- The majority of the respondents belong to nuclear families.

4.2.1 Workload (WL)

- Most respondents agreed about the insufficient number of traffic police in particular work.
- A more significant number of the respondents agreed about the inadequate time to complete tasks.
- More than a number of the respondents strongly agreed that regularly increasing vehicle creates more work.

- A more significant number of the respondents agreed that managing security for VIPs increases workload.
- More than a number of the respondents strongly agreed that PWD work creates traffic jams and hence more workload.
- Many respondents agreed that street vendors and shops on pedestrian paths are difficult to work.
- More than a number of the respondents strongly agreed about no provision for pedestrians on some roads, thereby the need for further traffic regulation.
- Most respondents strongly agreed that unpredictable cattle and pet movement on the road causes traffic jams.
- A good number of the respondents agreed that public parties/ meetings/functions/processions cause a burden on workers.
- Most respondents agreed that bad experience in driving causes accidents and hence more work.
- A more significant number of the respondents agreed that accidents create more work.
- A good number of the respondents agreed that the violation of traffic rules leads to overwork.

4.2.2 Working Environment (WE)

- A more significant number of the respondents agreed that the job environment is often too hot or too cold.
- A good number of the respondents strongly agreed that the job environment is often boisterous.
- Most of the respondents agreed that the job environment is often very dusty.
- Most of the respondents stated that there is no protection from the weather.

- A good number of the respondents opined neutral about the glare of powerful headlights at night.
- Most respondents agreed about the disturbed mood when not getting witnesses to accidents.
- More than a number of the respondents strongly agreed about the difficulties arising in communication with the multi-linguistic public.
- A more significant number of the respondents agreed about the unhealthy work atmosphere.
- Most respondents agreed about the lack of coordination between the higher authorities.
- More than a number of the respondents disagreed about the poor image of traffic personnel in the sighted public.

4.2.3 Working Condition (WC)

- The majority of the respondents agreed about the lack of a modern communication system.
- A more significant number of the respondents agreed about the insufficient facilities to handle an accident.
- A number of the respondents agreed about the lack of signal points at the main junctions.
- Most respondents strongly agreed about the lack of power backup for signals at junctions.
- A good number of the respondents strongly agreed about the lack of transportation facilities.
- Most of the respondents agreed about the unhealthy road conditions.

- More than a number of the respondents strongly agreed about the lack of information regarding duties and responsibilities.
- Most of the respondents strongly agreed about the lack of essential equipment like a night jacket, raincoat, etc.
- A good number of the respondents strongly agreed about the lack of essential facilities like drinking water, toilet and so on.
- Most of the respondents disagreed about the lack of coordination among colleagues.

5.2.5 Occupational Stress (OS)

- A more significant number of the respondents agreed about the low participation in decision-making.
- Most of the respondents stated neutral about the non-supportive work nature.
- More than a number of the respondents strongly agreed about the insufficient time for family.
- Most of the respondents agreed about the political pressure on the police department.
- Data reveals that most of the respondents agreed about dealing with crisis situations.
- It is observed that a good number of the respondents agreed about the poor recognition of good work.
- It is seen that most of the respondents agreed to handle large crowd vehicles and population movements.
- A greater number of the respondents agreed to deal with the media.
- It is recorded that most of the respondents strongly agreed about the long and inflexible work schedule.
- It is seen that a good number of the respondents agreed about critical situation on-the-spot decisions.

- It is recorded that most of the respondents agreed about insufficient personal time.
- The data revealed that a greater number of the respondents agreed about the shift work.
- It is observed that most of the respondents agreed about the lack of social support.
- The majority of the respondents agreed about the lack of control over the work.
- It is seen that most of the respondents strongly agreed about the poor relationship with superiors.
- A greater number of the respondents strongly agreed that the staff shortage creates more occupational stress.

4.2.5: Psychological Stress (PS)

- More than a number of the respondents agreed about the offensive language from the public.
- It is seen that most of the respondents agreed about the interpersonal conflict between the employees.
- The data observed that a greater number of the respondents agreed about the no time for intellectual development and recreational and social activities.
- Most of the respondents agreed about the increased incidence of stressful events and daily hassles.
- It is observed that a good number of the respondents agreed about handling communal riots.
- A good number of the respondents agreed about the inadequate time for sleeping.
- Most of the respondents strongly agreed about the inadequate rest.
- More than a number of the respondents opined neutral about the negative comments from the public.

- It is seen that a greater number of the respondents agreed about the excessive Job and time pressure.
- Most of the respondents strongly agreed about the unable to give time to family.
- The data observed that a good number of the respondents agreed about abstaining from social occasions.
- The data recorded a greater number of the respondents agreed about working alone at night.
- Most of the respondents agreed about the persistent anxiety feeling.
- A good number of the respondents agreed about the unnecessary case pressure.
- A greater number of the respondents agreed about the pressures from higher authority.

5.2.7: Physiological stress (PS)

- The majority of respondents agreed about the difficulty in breathing hyperventilation.
- A greater number of the respondents agreed about frequent urination.
- Most of the respondents agreed about the autonomic discharge (hot and cold spells blushing, sweating).
- It is seen that a good number of the respondents stated neutral about the constant vigil over long periods making the work tiresome.
- The data observed that most of the respondents agreed about frequent headaches.
- It is recorded that a greater number of the respondents agreed about chronic sadness or depression.
- The majority of the respondents agreed about chronic stomach or bowel problems.
- A greater number of the respondents agreed about the unusual heart rhythms.
- More than a number of the respondents strongly agreed about chronic mental tiredness.

- Most of the respondents agreed about the decreased sexual desire.
- A greater number of the respondents agreed about muscle contraction (aches, pains).
- A greater number of the respondents strongly agreed about the pain in the arms and legs.
- The data observed that most respondents agreed about chronic stomach or bowel problems.

5.2.8: The impact of policies and procedures on the quality of work life

- More than a number of the respondents opined neutral about the holiday and leave policies.
- The data observed that most respondents agreed about the current pay structure.
- More than a number of the respondents agreed about the posting procedures for the Job.
- Most of the respondents agreed about promotion procedures.
- A more significant number of the respondents agreed about the transfer procedure.
- A good number of the respondents strongly agreed about the training procedure.
- A good number of the respondents strongly agreed about the grievance handling procedure.
- Most of the respondents agreed about the employee welfare policies.
- A more significant number of the respondents agreed about the discipline and disciplinary procedure.
- More number of the respondents agreed about the performance appraisal procedure.
- Most of the respondents agreed about the traffic policies and procedures.
- A greater number of the respondents agreed about the non-involvement in policy-making decisions.

- Most respondents agreed about educating the public through the media about traffic rules.
- It is seen that a good number of the respondents agreed about the decision latitude and role ambiguity.
- Most of the respondents agreed about the inconsistent policies regarding evaluation and accountability.
- A more significant number of the respondents agreed about the COVID-19 rules and regulations.

4.4.1 The suitable measures to overcome the betterment of traffic police

- More than of the respondents strongly agreed about the need for counselling.
- A good number of the respondents strongly agreed about the opportunity for continuing education.
- Most of the respondents agreed about the need for subsidiary services.
- A more significant number of the respondents strongly agreed that recreational activities would reduce stress.
- More number of the respondents strongly agreed that yoga and meditation would be maintained physical fitness.
- Most respondents strongly agreed that the stress relief programme would reduce work stress.
- More number of the respondents strongly agreed about the security measures every season.
- A more significant number of the respondents agreed about the restroom and washroom facilities.
- Most of the respondents agreed about the need for sunlight protection equipment.

- A greater number of the respondents agreed about the sanction of leave within the stipulated time.
- More number of the respondents agreed about the need for basic amenities.
- Many respondents agreed about launching new technology on the road (Camera audio, automatic signals).
- Most of the respondents strongly agreed about the cooperation between the higher authority.
- A greater number of the respondents strongly agreed about the healthy working conditions.
- Most of the respondents strongly agreed about the personnel growth and development opportunities.
- A good number of the respondents agreed about the protection of employee's rights.
- The majority of the respondents agreed that a traffic awareness booth would be required.

4.5: Recommendations

1. The study recommended that increasing the traffic signal points in more vehicles and the population crowded area will help the traffic police manage the traffic.
2. It is recommended that a sufficient number of traffic police personnel should be recruited at all levels. It will reduce the level of workload stress.
3. It is recommended that the required transportation facility should be provided to reach different traffic areas for a better quality of work.
4. The traffic police make to work continuously standing for hours, it is recommended to reduce the working hours to 6 hours than the standard 8 hours of work it will help decrease the workload stress level.
5. It is recommended that the government encourage voluntary and community policing concepts to reduce the occupational stress level of the traffic police.

6. The study recommended that the traffic personnel at the traffic points must be provided with basic facilities like drinking water, energy food, power backup in signal points, and mobile toilets, which helps to reduce the psychological and physiological problems of the traffic police.

4.6 CONCLUSION

The quality of work life is an essential part of every organization. This research study determined various influencing factors of the quality of work life of the traffic police. The workload factors are directly affected on the daily root in works, compared to another department, the police job is very hectic they are spending more time in our office activities they are unable to give time to the family members. The traffic police service is 24X7. They are always alert about the happens, but the traffic police ratio is significantly less. Hence the more workload to the employee researcher observed from the various studies also implies the traffic police workload stress levels the PWD work, street vendors, public meetings, functions, processions and accidents are creating more workload it will be affected the traffic police to managing the overall situation and maintain the peaceful environments.

The work environment of the traffic police is not good as they are always allotted huge vehicles and population crowded areas. There, they are not getting basic amenities like drinking water and toilets, which are essential to every person. The various environmental factors influencing the traffic police, like the high level of air pollution, the weather being often very hot or cold and the very dusty and noisy work atmosphere, these components are directly or indirectly affected by the health of the traffic police. So the government or police department will take preventative measures to control the health-related issues.

The traffic police do not have healthy working conditions like essential equipment, signal points, power backup, transportation facility and modern communication systems. Those components are more influencing the working condition of the traffic police. The research study found that these kinds of working condition factors directly affected the quality of work life of traffic police well-being. Hence the police department is ready to take action to provide sufficient facilities to the employees.

Each one is opting particular occupation based on our interests. It is much necessary to lead the daily livelihood. However, it will create stress when we cannot manage our daily

work. The occupational stress factors are more impacted by the quality of work life of the employees, unpredictable work hours, lack of support, political pressure, staff shortage, dealing with a crisis, excessive paperwork and handling a large crowd. These occupational stress components highly influence the quality of the respondents' work life.

Psychological and physiological stress factors impact the quality of work life of traffic police. Therefore the police department should take preventive measures to reduce employee stress factors. Especially the traffic police department faced many challenges in managing the overall situation of the crowded area. The quality of work-life-related policies and procedures will be making changes to the employee’s performance levels.

The employee's betterment comes through welfare activities; therefore, the traffic police department appoints counsellors to equip them with the necessary strategies to cope with stressors. They can initiate yoga and meditation, which in turn give relief to the employees. Therefore recreational activities will build happiness among the respondents. Organizing some local and national festivals or conducting stress relief programs these components have been more suitable for reducing the level of stress among the traffic police. Thus the quality of work life concept is projecting various influencing factors and it also found that the quality of work life factors affected the traffic police. Therefore, this study suggested some suitable measures to overcome the issues that hinder employee well-being.

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